

THOMAS MORE

Project Plan

1. Introduction

This project plan was prepared at the beginning of the internship at Ahooga and describes the objectives, scope, planning, and expected deliverables of the project. The internship focused on exploring how artificial intelligence could be used to support after-sales operations by improving access to technical knowledge, troubleshooting information, and historical support cases.

2. Company Background

Ahooga is a Belgian company specializing in the design and production of innovative urban bicycles and electric bikes. The company focuses on high-quality engineering and solutions that support modern urban mobility. To manage its operations, Ahooga uses several digital systems, including Odoo for sales, customer support, warranty management, and supply chain activities.

The company operates internationally and supports dealers and customers across multiple European regions. Over time, large amounts of technical documentation and support knowledge have been created within the organization.

Project Context

Customer support and warranty requests are managed through helpdesk tickets stored in Odoo. These tickets contain valuable troubleshooting knowledge and information about recurring product issues. However, retrieving this information efficiently can be difficult because employees often need to search through multiple systems, documents, and historical cases.

This internship project investigates how artificial intelligence can support after-sales operations by improving knowledge retrieval and troubleshooting assistance.

3. Project Objectives

The primary objective of the internship is to design and develop an AI-based assistant that supports the after-sales team when handling technical support cases.

The system is expected to:

- Retrieve relevant troubleshooting knowledge from company documentation.
- Search historical support tickets for similar cases.
- Provide structured troubleshooting suggestions.
- Help identify relevant spare parts and repair procedures.

The final goal is to deliver a working prototype that demonstrates how AI can improve internal knowledge accessibility and operational efficiency within the company.

4. Business Case

The after-sales department handles a large number of repetitive support requests related to electric bike components, connectivity issues, warranty cases, and technical troubleshooting.

Currently, employees often rely on manual searches through documentation and historical support tickets. This process can be time-consuming and may depend heavily on individual experience and product knowledge.

An AI-powered assistant can provide several benefits:

- Faster access to relevant technical information.
- Reduced time spent searching through documentation.
- Better reuse of historical support cases.
- Improved consistency in troubleshooting recommendations.

The project therefore aims to increase operational efficiency while making company knowledge more accessible to employees.

5. Planning and Methodology

The internship runs from 23 February 2026 until 22 May 2026 and follows an iterative development approach. Instead of waiting until the end of the internship to build a solution, a working prototype will be developed early and improved continuously based on testing and feedback.

Phase 1 – Diagnostic and Research (Weeks 1–2)

Activities include interviews with multiple departments, analysis of existing workflows, identification of repetitive tasks, research into AI opportunities, and definition of the project scope.

Phase 2 – Environment Setup and Initial Knowledge Base (Weeks 3–4)

The technical environment will be prepared, system architecture defined, company documentation collected and organized, and the first retrieval prototype developed.

Phase 3 – Ticket Data Integration (Weeks 4–8)

Solved tickets will be extracted from Odoo, cleaned, structured into reusable knowledge cases, and integrated into the knowledge base.

Phase 4 – Testing and Improvement (Weeks 6–11)

The assistant will be tested using realistic troubleshooting scenarios. Feedback from domain experts will be used to improve retrieval quality, knowledge structure, and response accuracy.

Phase 5 – Finalization and Evaluation (Weeks 11–12)

The final prototype will be evaluated and documented. The internship documentation will be completed, and additional improvements will be implemented if time allows.

6. Team and Responsibilities

The project is executed by the intern under the supervision of company mentors and domain experts.

Role	Responsibilities
Intern – Paschal Chukwubikem Ifewulu	Research, system design, development, testing, data preparation, and documentation
Company Mentor – Hendrik Winkelmans	Project direction, business validation, and strategic alignment
Technical Support – Steve	Infrastructure, Azure environment, Odoo access, and technical support
Domain Expert – Arthur Mesyngier	Validation of troubleshooting knowledge and AI responses

7. Progress Reporting

Progress is monitored through weekly updates, regular meetings with mentors, and continuous documentation of completed tasks and next steps.

Weekly meetings ensure that technical decisions remain aligned with company objectives and provide opportunities for feedback and course corrections when necessary.

8. Expected Deliverables

At the end of the internship, the project is expected to deliver:

- A working AI assistant prototype.
- A structured knowledge base containing company documentation.
- Ticket retrieval capabilities using historical support data.
- Technical documentation describing the architecture and implementation.
- Recommendations for future improvements and expansion.

9. Conclusion

This project aims to demonstrate how artificial intelligence can improve after-sales support processes within Ahooga. By combining company documentation, historical support tickets, and modern AI technologies, the proposed solution seeks to improve troubleshooting efficiency and knowledge accessibility.

The project is expected to deliver a functional prototype and establish a foundation for future AI-supported after-sales operations within the company.